



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending June 30, 2011

| Performance Data | April | May | June | Quarterly Average |
|--|----------|----------|----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 3.20 | 3.20 | 3.30 | 3.23 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 9.77 | 8.31 | 10.67 * | 9.58 |
| C. Repair Office Answer Time [730.510(b)(1)] | 40.99 | 21.79 | 42.49 | 35.09 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 18.52 | 24.49 | 9.40 | 17.47 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 99.95% | 95.07% | 98.34% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 85.96% * | 86.96% * | 90.00% * | 87.64% * |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.10 | 0.11 | 0.10 | 0.10 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 2.17% | 0.00% | 1.01% | 1.06% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| J. Missed Repair Appointments [730.545(h)] | 1 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 1 | 0 | 0 |

Comments

D represents ntl/multi-state rslts. F rslts as per PA 096-0927. F rslts missed by 5 troubles in Apr, 4 in May, and 2 in Jun. Rslts for Item I not available.



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